DISTRIBUTION MANAGEMENT OF INTELLIGENT AGENTS USING DISTRIBUTION CONTROL INFORMATION

Abstract of the Disclosure

An apparatus, program product, and method utilize distribution control information associated with intelligent agents to manage the distribution of such intelligent agents. Such distribution management may be incorporated into a

5   dynamic, automated, extensible and flexible intelligent agent-based product support "framework" to facilitate the provision of product support services to customers of computer-related products. In such a framework, agent platforms may be utilized on both a customer computer and a product support computer, with different agents configured to execute on one or both of such computers.